CarersTAS

care2serve
YOU'RE ALWAYS FIRST
PART OF THE CARERS TASMANIA GROUP

First Nations Charter

About the Artist

Bianca Templar is a proud Truwulway/Bunurong women who resides on the unceded banks of the Kanamaluka (Launceston). As a young girl, Bianca watched her nan shell string and became fascinated with learning more about her culture and cultural practices. When she was 14 she was taken by some elders to Truwana (Cape Barren Island) were she learnt more about her nans upbringing on the islands and the survival of her people. In 2019 Bianca started her own business 'Takamuna rrala designs' which is Palawa Kani for 'Stand Strong Designs', this name is homage to her ability to strive despite the adversities thrown her way and to her old people, whose strength and determination allows her to be the strong cultured woman she is today. Bianca's art tells stories about her cultural connections to Lutruwita, from the use of native plants to how her old people utilised the stars as a guide.

About the Artwork

The Artwork represents the theme of 'when you nurture something right, it can grow into something beautiful' which is represented through the two butterflies; I decided on two to represent the carer and caree. I often use the feet in Commitment plans and RAP's to represent the journey of walking together.

Our Vision

"A Tasmania and an organisation that values, respects, and supports the vital contribution that Aboriginal and Torres Strait Islander carers and people make to their family, friends and communities. A Tasmania and an organisation that recognises the ongoing impact of historical, cultural and social legacies on Aboriginal people."

Our Guiding Principles

Carers

"We value, respect, and support the vital contribution that Aboriginal and Torres Strait Islander carers make to their family, friends and communities"

Guiding Principles:

- We acknowledge the Palawa people as the Traditional Custodians of the lands and waters upon which we work, live, and sustain ourselves. This land was never ceded, and we acknowledge that the Tasmanian Aboriginal people are its continuing custodians. We pay our respects to Elders past and present.
- We recognise that Aboriginal and Torres Strait Islander people are resilient and draw on a range of inherent cultural strengths.
- We recognise and respect Aboriginal and Torres Strait Islander carers for their valuable caring role.
- We support Aboriginal and Torres Strait Islander carers in accessing, and engaging in, a wide range of services to ensure their wellbeing and to maintain their connections to their community.
- We acknowledge Aboriginal and Torres Strait Islander carers as diverse and treat them as individuals with their own needs within, and beyond, their roles as carers.
- We listen to what Aboriginal and Torres Strait Islander carers and families need and deliver services in a way that is appropriate and accessible for them.
- We acknowledge and respect the importance, complexity and diversity of Aboriginal kinship systems.

Staff

"We value and understand the unique knowledge, skills and experiences Aboriginal and Torres Strait Islander employees bring to our workplace. These skills, experiences and knowledge are integral to improving cultural safety and inclusion in our workplaces, in the delivery of service access and provision, and positively contribute to better outcomes for our staff and our carers"

Guiding Principles:

- We ensure Carers Tasmania/Care2Serve is an inclusive and culturally safe organisation for Aboriginal and Torres Strait Islander people.
- We value the contribution of Aboriginal and Torres Strait Islander people to our workplaces to improve service access and provision to our carers, noting that the organisation, not Aboriginal and Torres Strait Islander staff, is responsible for improving cultural safety and inclusion, and for staff capacity building.
- We actively encourage and support employment of Aboriginal and Torres Strait Islander people in our organisation.

Partnerships and community

"We value and respect the voices, experiences, and contributions of Aboriginal and Torres Strait Islander people, businesses and organisations and will work collaboratively to improve outcomes for carers"

Guiding Principles:

- We value strong, genuine, and respectful relationships and connections with Aboriginal and Torres Strait Islander organisations, businesses, and people to support improved identification, referral and support for carers.
- We engage Aboriginal and Torres Strait Islander carers and organisations in the development and evaluation of policies, programs, and resources to improve service provision and outcomes.
- We promote reconciliation and positive relationships between Aboriginal and Torres Strait Islander people and non-Aboriginal and Torres Strait Islander people.
- We seek to understand and address the barriers that limit the access of Aboriginal and Torres Strait Islander carers to support.
- We advocate to governments and service providers to influence positive outcomes for Aboriginal and Torres Strait Islander carers through authentic collaboration with Aboriginal and Torres Strait Islander people, organisations and businesses.

Governance

"Our governance framework ensures we meet our commitment to the Palawa People of Tasmania"

Guiding Principles:

- Our leaders, including our board, our executive, and our leadership team, promote a culture that values, respects, and supports the contribution of Aboriginal and Torres Strait Islander carers and people.
- We develop and maintain strategies, processes, and frameworks to meet our commitments to Aboriginal and Torres Strait Islander people in Tasmania.
- We seek feedback on our strategies, processes, and frameworks from Aboriginal and Torres Strait Islander people, and listen and act on that feedback.

Our Commitment

Carers

- Acknowledging the Palawa people as the Traditional and Continuing Custodians of the lands and waters upon which we work, live, and sustain ourselves
- Continuing a journey of cultural learning and understanding
- Understanding our Aboriginal and Torres Strait Islander carers in order to better serve
- Delivering services in a way that is appropriate and accessible for our Aboriginal and Torres Strait Islander Carers

Staff

- Providing a culturally safe, welcoming and empowering environment for current and future Aboriginal and Torres Strait Islander employees
- Understanding and supporting the needs and dreams of our Aboriginal and Torres Strait Islander employees

Partnerships and community

- Building respectful, supportive and empowering relationships with Tasmania's Aboriginal community organisations, businesses and people

Governance

- Maintaining a governance structure to ensure the commitment is valued, honoured and progressive
- Creating an action plan that is reviewed at least annually.

Our Action Plan

Carers

Acknowledging the Palawa people as the Traditional and Continuing Custodians of the lands and waters upon which we work, live, and sustain ourselves		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Acknowledging Tasmanian Aboriginal people at meetings and gatherings.	Executive Management Team	Complete and ongoing
Engaging in and promoting important events, such as NAIDOC Week, Reconciliation Week, etc.	Executive Management Team	Complete and ongoing
Continuing a journey of cultural learning and understanding		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Ensuring cultural learning is a fundamental component of professional development and training for our staff, at induction and regular intervals.	CEO (Human Resource Business Partner)	Complete and ongoing
Providing resources and literature about Aboriginal and Torres Strait Islander history, people, and culture for staff to engage with.	CEO (Executive Officer)	Complete and ongoing
Understanding our Aboriginal and Torres Strait Islander carers in order to better serve		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Increasing our knowledge of who Aboriginal and Torres Strait Islander carers in Tasmania are.	CEO (Executive Policy Officer)	Complete and ongoing
Seeking feedback on our services from Aboriginal and Torres Strait Islander carers. Listening to and acting on what we learn – we see you, we hear you and we act upon what we see and hear.	EMCS / Executive Policy Officer	Underway
Creating a space for advocacy for and by Aboriginal and Torres Strait Islander carers.	CEO (Executive Policy Officer)	Underway

Carers (continued)

Delivering services in a way that is appropriate and accessible for our Aboriginal and Torres Strait Islander Carers		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Providing a safe access point for Aboriginal and Torres Strait Islander carers to communicate their needs.	CEO (Executive Policy Officer)	Underway
Raising awareness within Aboriginal organisations about carers and supports available.	EMCS (Team Leader Engagement)	Underway
Codesigning our resources, activities and approaches with Aboriginal and Torres Strait Islander carers.	EMCS (Team Leader Engagement)	To be completed
Creating Aboriginal and Torres Strait Islander carer support groups, including for carers of children with additional needs, exploring the use of "digital campfires".	EMCS (Team Leader Engagement)	To be completed
Building partnerships with Aboriginal organisations to raise awareness and increase referrals of carers to support services.	EMCS	Underway
Creating culturally appropriate literature/ resources about support for Aboriginal and Torres Strait Islander carers.	EMCS (Team Leader Engagement)	To be completed
Creating a culturally responsive complaints handling system.	Executive Management Team	To be completed
Codesigning Aboriginal and Torres Strait Islander peer support group activities including providing cultural opportunities.	EMCS (Team Leader Engagement)	To be completed

Staff

Placing a focus on workplace readiness rather than worker readiness to ensure Aboriginal and Torres Strait Islander employees are safe and flourishing in the workplace.

Understanding and supporting the needs and dreams of our Aboriginal and Torres Strait Islander employees		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Increasing our organisational awareness of employees who are Aboriginal or Torres Strait Islander.	CEO (Human Resources Business Partner)	Complete and ongoing
Creating a safe and welcoming place for Aboriginal and Torres Strait Islander employees to have their voices heard.	Executive Management Team	Complete and ongoing
Seeking feedback on our workplaces, work practices and engagement approaches from Aboriginal and Torres Strait Islander employees, while managing cultural load.	CEO (Human Resources Business Partner)	Complete and ongoing
Listening to and acting on what we learn - we see you, we hear you and we act upon what we see and hear.	Executive Management Team	Underway

Providing a culturally safe, welcoming and empowering environment for current and future Aboriginal and Torres Strait Islander employees		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Committing to policies to support Aboriginal Employment, including: Developing organisational principles to define cultural safety in practice.	CEO (Human Resource Business Partner)	Underway
Encouraging employment of Aboriginal and Torres Strait Islander people and carers in the organisation.		Complete and ongoing
Ensuring workplace policies and procedures are inclusive of Aboriginal and Torres Strait Islander people and their needs, to ensure safety, engagement and retention in the workplace.		Underway
Placing a focus on workplace readiness rather than worker readiness to ensure Aboriginal and Torres Strait Islander employees are safe and flourishing in the workplace.		Underway

Partnerships and Community

Building respectful, supportive, collaborative, and empowering relationships with Tasmania's Aboriginal community organisations, businesses and people		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Mapping existing networks with Aboriginal businesses and organisations. Mapping community touchstone points and opportunities to engage meaningfully.	EMCS (Team Leader Engagement)	Underway
Creating opportunities to empower Aboriginal community organisations, businesses, and people through joint projects, codesign, and engagement on resources, policies and practices.	Executive Management Team	Underway
Developing an authentic set of protocols to underpin our work with Aboriginal and Torres Strait Islander communities.	Executive Management Team	Underway
Promoting and supporting delivery of national Closing the Gap targets, outcomes and priority reforms.	Executive Management Team	Underway

Governance

Maintaining a governance structure to ensure the commitment is valued, honoured and progressive		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Updating policies and procedures to integrate this commitment into all practices in the organisation.	CEO (Executive Officer)	Underway
Writing the commitment into the job descriptions of our leaders and the performance framework of the CEO.	CEO (Human Resource Business Partner)	Complete and ongoing
Regularly reviewing this Charter, the Action Plan and our governance approach to ensure they are relevant and progressive	Executive Management Team and Board	Complete and ongoing
Supporting appointment of Aboriginal and Torres Strait Islander people to the Board.	Executive Management Team and Board	Complete and ongoing
Create and use an Indigenous Procurement Policy.	CEO (Executive Officer)	Complete and ongoing
Creating an Action Plan which is reviewed at least annually		
ACTION	**RESPONSIBILITY**	**TIMEFRAME**
Committing to reasonable and achievable actions and timelines in the Action Plan and ensuring these are undertaken, met, and built upon.	Executive Management Team	Complete and ongoing

At Carers Tasmania and Care2Serve, we acknowledge the traditional owners of the lands and waters upon which we work, live, and sustain ourselves. This land was never ceded, and we acknowledge that the Tasmanian Aboriginal people are its continuing custodians. We pay our respects to Elders past and present.

We acknowledge and support people of all genders, sexualities, cultural beliefs, and abilities and understand that carers in Tasmania, whilst sharing the common theme of caring for a family member or friend, are diverse individuals with varying beliefs, experiences, and identities. We value and respect the diversity of carers, their lived and living experiences, and recognise that carers are the experts in their own lives.

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